

H&WB Ambassadors Handbook

Updated July 2023





WELLBEING
AMBASSADOR

An Introduction to the Role

“Health & Wellbeing Ambassadors are volunteer members of staff united by a desire to improve the general health and wellbeing of staff here at Kingston Hospital”

Who are Health & Wellbeing Ambassadors?

Ambassadors hold a passion for a holistic approach to work and care at Kingston Hospital; they represent diverse teams, with unique skills and desires. Ambassadors are not uniform in their offering, but rather are united in their diversity. Through the time they dedicate to their voluntary role, they seek to motivate others in acknowledging their own health needs and desire to improve the wellbeing of other staff.



Wheel of Well-being

What do Health & Wellbeing Ambassadors do?



- Ambassadors are available to support their fellow colleagues in acknowledging their own health and wellbeing needs. You can choose to fulfil this in any way that feels realistic and achievable:
- Gather with all Health & Wellbeing Ambassadors once per quarter
- Share and contribute ideas on how to improve the wellbeing of staff in your department or across the hospital, such as challenges, resource provision or one-off initiatives
- Observe and feedback on health and wellbeing needs to the Staff Health & Wellbeing Team
- Use resources provided by the Staff Health & Wellbeing Team to support colleagues around you

Ambassadors have ownership of their role and can choose to use it in whatever way best benefits their team. Some choose to promote themselves as a person to speak to in confidence or run frequent wellbeing sessions. Some are drawn to championing action on mental health. Others enjoy setting their colleagues regular wellbeing challenges. The Staff Health & Wellbeing Team would love to hear how you are thinking of supporting those around you as an Ambassador.



A person is standing in a tropical infinity pool, looking out at the ocean. The pool is surrounded by palm trees, and the sky is a mix of blue and orange, suggesting a sunset or sunrise. The person is wearing a white bikini top and has their arms outstretched. The background shows a calm sea and a few palm trees on the horizon.

Tips & Guidance to get started

- First, meet with Lauren Castledine-Wolfe to discuss how you'd like to fulfil your role as an Ambassador, to ask any questions and get the latest resources for your department ...let's grab a coffee!
- Only give what you're comfortable to give: this role is voluntary and shouldn't conflict with your duties within the trust. Your time and energy is of huge value – we're delighted that you'd like to use some of it to support the health and wellbeing of those around you. Some Ambassadors discuss their role with their line manager, to explore avenues of how they might better support their department or run initiatives in a more formal capacity.
- Ambassadors always provide confidential, compassionate support: As an Ambassador, you may find others opening up to you about struggles they are facing in their work or wider life. We request that you treat all staff with compassion and confidentiality. If anyone raises a topic that leaves you feeling concerned about their safety or wellbeing, please contact the Staff Health & Wellbeing Team.

Tips & Guidance cont...

- Ambassadors are available to support and signpost; you are not expected to 'fix' or 'give advice' to anyone you encounter in your role, but support them, encourage them to speak up and signpost them to additional help, such as the Health & Wellbeing Team or Occupational Health through emailing khft.staffwellbeingappointments@nhs.net
- Ambassadors do not work alone: if you are ever in doubt of what to do, how to best respond or just in need of a chat, please don't hesitate to reach out to us



The Health & Wellbeing Team



Dr Anila George
Staff Wellbeing Psychologist



Lauren Castledine-Wolfe
Staff Wellbeing Physiotherapist



Victoria Howell
Menopause Nurse



Charlotte Andrews
Associate Director Of
Learning and Wellbeing



Svetlana Stefanova
Staff Psychological & Wellbeing Manager

Email directly: KHFT.staffwellbeingappointments@nhs.net

Staff Wellbeing Pastoral Support Team



Diana Steadman
Staff Wellbeing Chaplain
Unplanned Care



David Morris
Staff Wellbeing Chaplain
Planned Care



Steven Summer
Staff Wellbeing Chaplain
Corporate



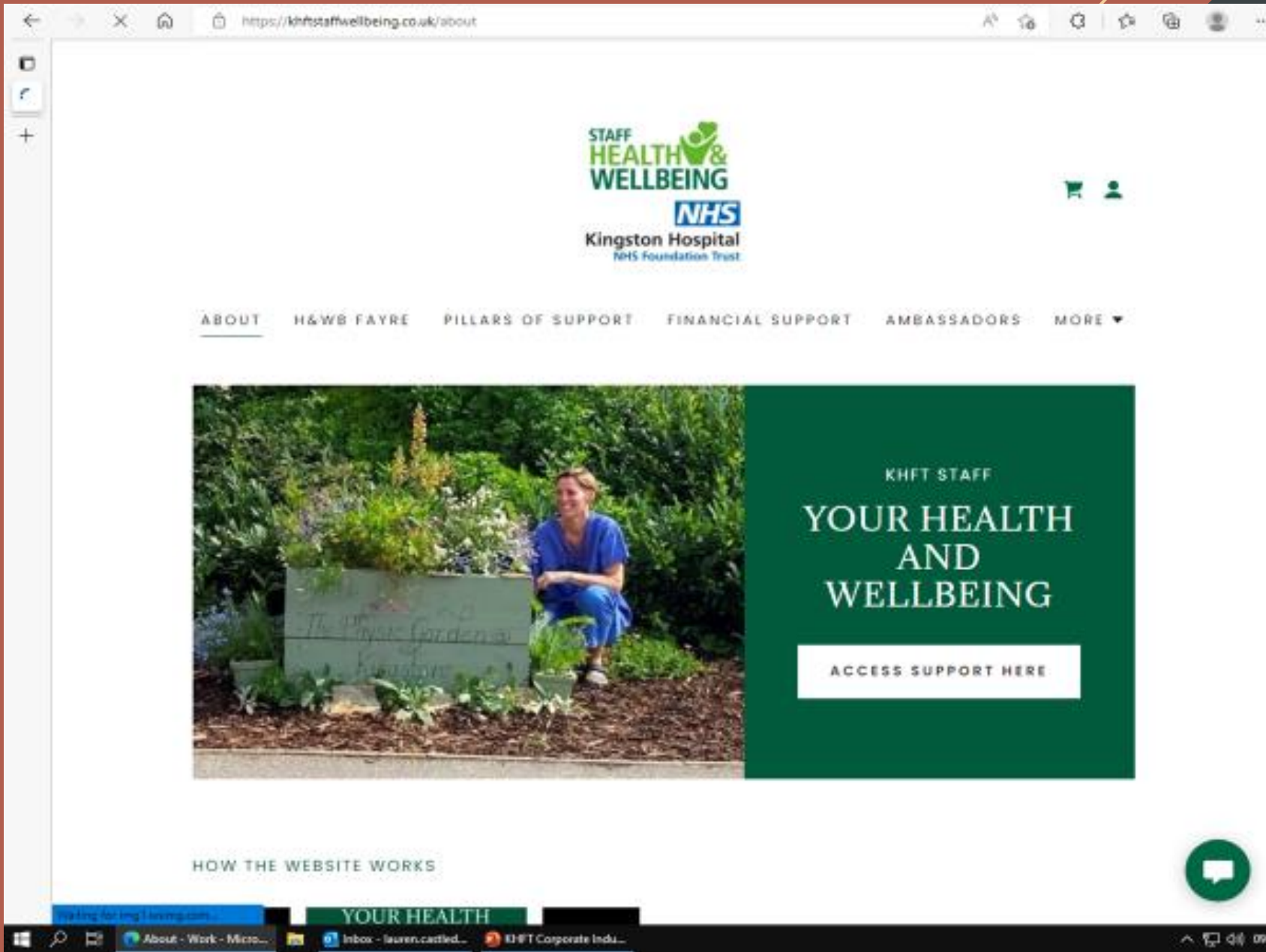
Chris Huckle
HCA Pastoral Support

Email directly: Khft.wellbeingchaplains@nhs.net

The Staff Health & Wellbeing Team will keep Ambassadors up to date with regular resources, wellbeing events and initiatives via email. We would also encourage Ambassadors to explore the Health & Wellbeing website which has everything you need to know about what we offer.

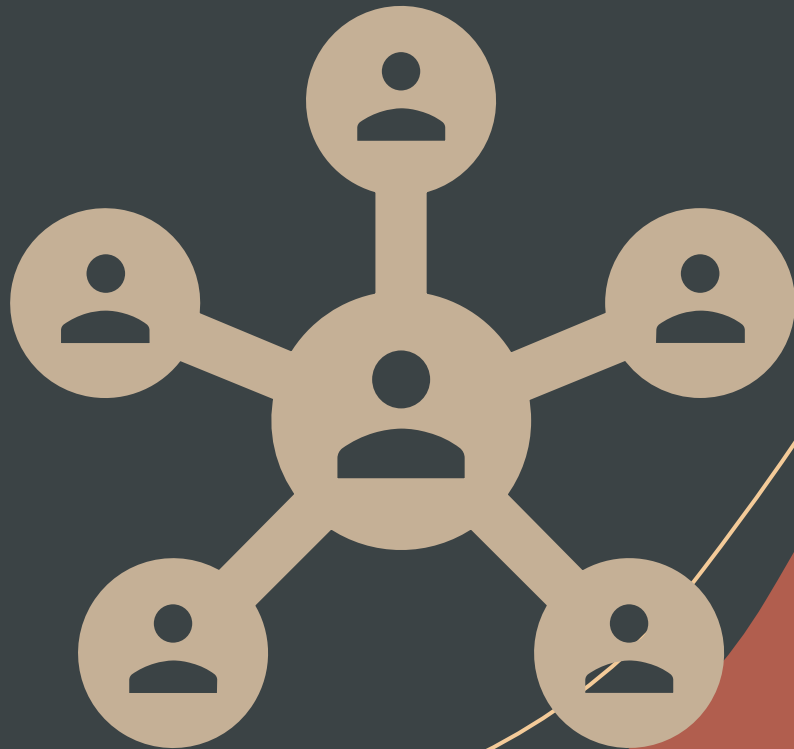


Check out khftstaffwellbeing.co.uk



Health & Wellbeing Website

[Khftstaffwellbeing.co.uk](https://khftstaffwellbeing.co.uk)



On Offer to Teams

- **‘Our Space’** sessions available for Teams. In brief, this is a space to share feelings and focus on individual and team values to help build team resilience – with Dr Anila George (Clinical Psychologist)
- **Team mindful movement/stretch & rest.**

A gentle 20-30 minute session to guide you through gentle movements to aid mobility, flexibility, relaxation and body awareness Lauren Castledine-Wolfe (Physiotherapist)

On Offer to Teams

- **Reflective Practice**
- **Team Roles**

Short introductory sessions led by Stephen Summers (Staff Wellbeing Chaplain)

- **Introduction to Mindfulness** with guidance and ongoing support from David Morris (Staff Wellbeing Chaplain) in how to practice techniques which calm the mind and expand enjoyment and appreciation of natural awareness.



- **Pastoral Reflective Practice Groups for Managers & Supervisors:** These groups offer a regular space for learning through reflective practice
- **Reflective Practice Sessions:** 1 hour facilitated, confidential space for colleagues to reflect and debrief following the 'Our Space' model or other models as appropriate
- **'Finding Balance in the Busyness'** - a 2 to 4 hour session as part of an Away Day. This session offers time to reflect upon the realities in which you are working and to determine the factors that support wellbeing

(Led by Diana Steadman, Staff Wellbeing Chaplain)

On Offer to Teams



Staff Exercise Classes On-site



Online – Kingston
YouTube Channel – H&WB
playlist

ON-SITE FREE STAFF CLASSES

**MONDAY
PILATES
17:15-17:45PM**



**TUESDAY
YOGA
07:45-08:30AM**



**WEDNESDAY
STRENGTH
CIRCUITS
17:15-17:45PM**



**THURSDAY
PILATES
07:45-08:30AM**



**THURSDAY
YOGA
SELF-DEFENCE
CHAKRA DANCE
ZUMBA
17:15-17:45PM**



**BOOK
ONLINE**

KHFTSTAFFWELLBEING.CO.UK



WEEKLY WELLBEING ACTIVITIES

Tranquillity Tuesday's

- Weekly wellbeing Workshops
e.g. Natural ways to support immunity, natural solutions to be a better nights' sleep



Therapeutic Thursday's

- Changing weekly Thursday exercises classes e.g. Zumba, Boxing, Yoga & Chakra Dancing



NEW Support Hub



Health and Wellbeing Support Hub – open for walk-ins every Tuesday and Thursday at Kingston

- A confidential space where you can talk to a trained Mental Health First Aider (MHFAider®) and receive brief psychosocial support, advice and signposting. We can provide detailed information on what support is available at the Trust and in your local area, signpost you to appropriate services and assist with completing online referrals where necessary.
- Our dedicated Health and Wellbeing Support Hub will be open **every Tuesday and Thursday from 10am-2pm**. You don't need to book an appointment - simply turn up at the Education Centre Reception and ask for the hub.
- The Health and Wellbeing Support Hub will also be at **Thames House every Monday (except bank holidays) from 10am-2pm in the Interview Room**.



IDEAS?

- Please have a think of anything you would like to share. This might be things you have done that have gone well or not so well, ideas of workshops or activities to benefit staff, ideas of how to invest more in the health & wellbeing team offering...
- Please email these to Lauren (lauren.castledine-wolfe@nhs.net) or bring these along to the NEXT Health & Wellbeing Ambassadors Lunch 25th September 2023 12-1pm

Come join us for Lunch!
MONDAY 25TH September 12pm
The Gathering Space,
L4 Esher Wing

Email: lauren.castledine-wolfe@nhs.net
to confirm

Thank you for all
you do!

